

DEVAL L. PATRICK
GOVERNOR



GREGORY BIALECKI
SECRETARY OF HOUSING AND
ECONOMIC DEVELOPMENT

**COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS & CABLE**

1000 Washington St., Suite 820 Boston, MA 02118
(617) 305-3580 FAX (617) 478-2591
www.mass.gov/dtc

BARBARA ANTHONY
UNDERSECRETARY OF
CONSUMER AFFAIRS AND
BUSINESS REGULATION

GEOFFREY G. WHY
COMMISSIONER

By ECFS

June 28, 2013

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

**Re: CG Docket No. 03-123
Telecommunications Relay Services Consumer Complaint Log Summary**

Dear Ms. Dortch:

The Massachusetts Department of Telecommunications and Cable ("MDTC") respectfully submits this filing in compliance with the requirement that states and Telecommunications Relay Service ("TRS") providers submit annual consumer complaint log summaries by July 1 of each year.¹ This submission constitutes the Massachusetts TRS consumer complaint log summary filing for the 12-month period ending on May 31, 2013.

During the period of June 1, 2012, to May 31, 2013, the MDTC did not receive any consumer complaints alleging a violation of federal TRS minimum standards. Reported complaints were made directly to the state's TRS provider, Hamilton Relay ("Hamilton"), or to the state's TRS administrator, the State 911 Department. Complaint log summaries for the Massachusetts TRS program, MassRelay, are included with this letter as electronic attachments.

¹ See 47 C.F.R. §64.604(c)(1) (TRS "mandatory minimum standards" requiring annual filing of consumer complaint logs). See also *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, FCC 00-56, Report and Order and Further Notice of Proposed Rulemaking, 15 FCC Rcd 5140, at 5144-5145 (March 6, 2000), at ¶ 9.

The MDTC will continue to monitor the status of TRS in Massachusetts. If you have any additional questions, please feel free to contact Kerri DeYoung Phillips with the MDTC at 617-305-3580 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY.

Sincerely,

/s/ Kerri DeYoung Phillips
Kerri DeYoung Phillips
Counsel, Competition Division
Kerri.DeYoung@state.ma.us

Attachments (2)

cc: Geoffrey G. Why, Commissioner, MDTC
Karlen Reed, Director, Competition Division, MDTC
Louise McCarthy, Administrative Attorney, Massachusetts State 911 Department
Monna Wallace, Programs Director, Massachusetts State 911 Department